

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Child Support Recovery Supervisor

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### Definition

Plans, directs, and supervises the work of subordinate staff of a Child Support Recovery Program in a multi-county area or in a single large county; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules and assignments; administers personnel policies and procedures.

Advises Child Support Recovery Officers and attorneys concerning difficult child support recovery cases to determine appropriate actions and procedures; reviews a sample of recovery cases to check for adequacy of information and conformance with unit goals; informs subordinates of new policies, procedures or goals.

Develops local program goals and objectives to achieve statewide Child Support Recovery Unit goals established for the assigned counties or areas; monitors goals and objectives at the local office and individual worker level.

Compiles budgetary information about the Child Support Recovery Unit Program in order to present budget proposals to the Regional Collections Administrator.

Explains the program, policies and procedures of the Child Support Recovery Unit to income maintenance staff, law enforcement agencies, County Boards of Supervisors, county attorneys, legislators, community-based organizations and internal and external customers and groups, in order to generate program interest, acceptance, and cooperation.

Coordinates the activities of the Child Support Recovery Unit with other related agencies, offices and persons (e.g., County Human Services Offices, County Attorneys, Clerks of the District Court, Magistrates and Sheriff's Offices) in order to achieve effective enforcement of child support obligations.

Develops internal procedures for improving coordination among staff; keeps staff informed of goals and objectives and ensures that revised procedures, methods and related work changes are implemented.

Determines project plans, staffing, assignments, and other resources vital to operations. Collects, analyzes, and reports data to be shared with State and Federal representatives.

Facilitates field staff discussions regarding cost saving measures and performance enhancing strategies to be implemented statewide. Participates in statewide strategic planning sessions. Leads statewide teams to continuously review, evaluate, and improve specific casework processes.

Develops and maintains relationships with local contractors and vendors who provide services critical to the performance of agency core functions.

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Reviews and responds to customer concerns. Communicates directly with State Legislators, the Governor's office, Ombudsman's office, and U.S. Senators and Representatives. Makes decisions regarding actions or exceptions necessary to resolve the issue.

Reviews administrative paternity and child support court orders to ensure content accuracy and statutory compliance. Signs administrative court orders as a designee of the Bureau Chief.

Acts as an administrative and/or managerial resource to Support Recovery Officers in the Regional Administrator's absence.

Participates in special projects as assigned.

## Competencies Required

### Knowledge:

- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

### Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

### Skills:

- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.

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- Management of Financial Resources – Determining how money will be spent to get the work done, and accounting for these expenditures.
  - Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
  - Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
  - Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
  - Speaking – Talking to others to convey information effectively.
  - Writing – Communicating effectively in writing as appropriate for the needs of the audience.
  - Negotiation – Bringing others together and trying to reconcile differences.
  - Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
  - Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
  - Service Orientation – Actively looking for ways to help people.

### **Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) A total of six years of education and/or full-time experience related to child support recovery, public assistance (income maintenance), program development, program operations, or supervisory, investigative, or specialized technical support work, where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 2) Five years of full-time technical, administrative, or professional level work experience related to the recovery of child support or in a public assistance (income maintenance) program.
- 3) Current, continuous experience in the state executive branch that includes three years of full-time work as a Child Support Recovery Officer.

*Effective date: 08/23 KC*